The Professionalization of Tutoring:
Focusing on Our Why – A Brief Overview

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What, How, Why, & WHO

Start with our Why

Why (do we do it) → How (do we do it) → What (do we do)

Be Cognizant of Assumptions

The Danger of the Single Story

We Can't Forget About Our WE

"It's not just what you know; it's who you know it with"

Empathy vs. Sympathy

January 2016

3CSN: Mission, Theory of Change, and Network Building

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Mission

Develop leaders in California community colleges who have the capacity to facilitate networks of faculty, staff, and students for curricular and institutional redesigns in support of increased student access, success, equity, and completion.

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Theory of Change

If we provide training on networking and we use action research methodologies, community college professionals will transform their environments and identities to create communities of practice (such as LAP) that will produce powerful learning and working across campuses. This will lead to greater student success.

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Building Networks that Work

- Identify a Shared Problem
- Create a Shared Vision of Possible Solutions
- Build a Sustained Community of Practitioners

Shared vision of the possible:

- If it makes faculty/staff feel engaged and energized, it will do the same for tutors

- If tutors see themselves as educators and professionals, they will improve themselves AND deliver better services to students

- Tutors our future colleagues and bosses!

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LAP: Mission and Principles

Mission: Professionalization of Tutoring

Principles:

1. Tutors are educational professionals.
2. Training should be rigorous, practical, and sustainable.
3. Instructors and tutors have different yet equitable roles.
4. Tutoring is about student empowerment.
5. Tutoring contributes to student success.
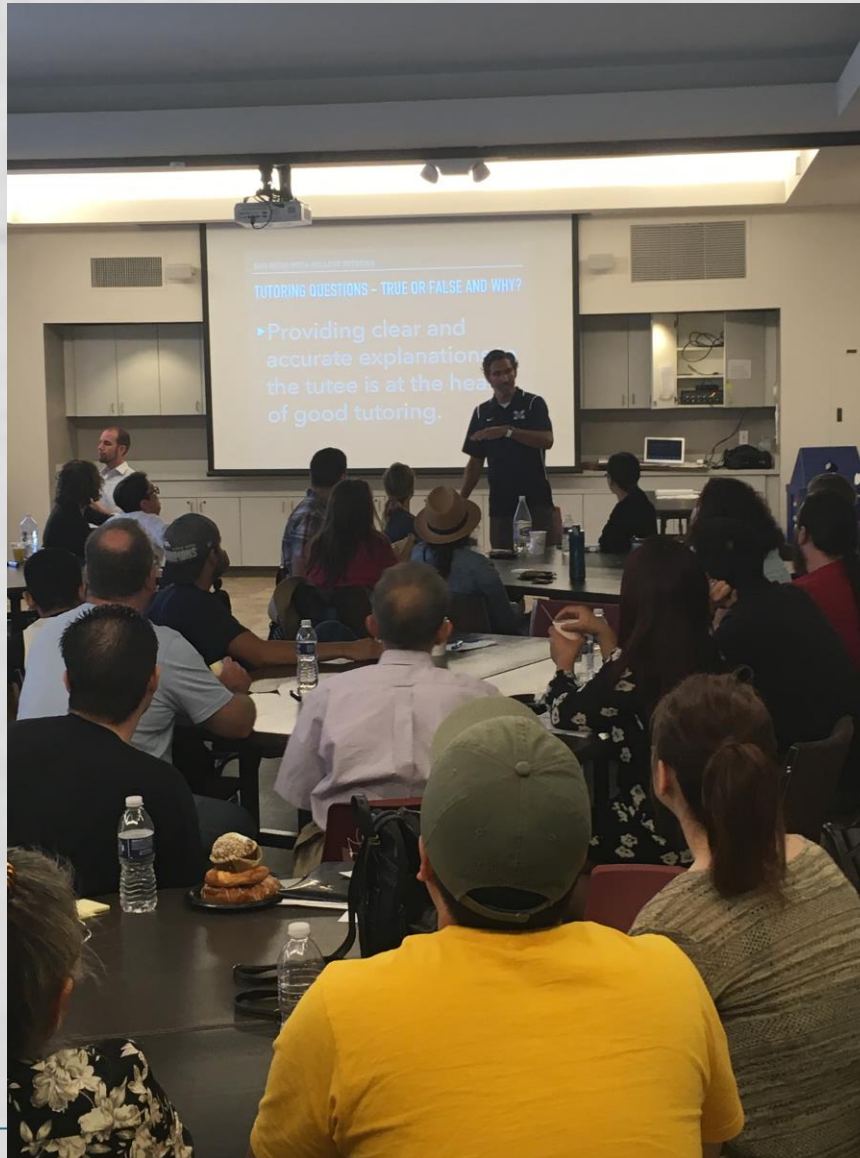
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MT2C Updates

Mesa Tutoring And Computing Centers

June 24, 2016
Retreat Summary

Tutor *and* Coordinator Inspired

Tutors Leading Conversations

Tutors Sharing Expertise

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Tutors Leading Tutors

Working with Institutional Research

Introduced Bill Peters
Tutor of the Year Award

Professional Focus

- We defined/worked on SIX areas for MT2C:
    - Community of Practice
    - Evaluation
    - Online Tutoring
    - Rigorous Tutoring Training
    - Tutoring
    - Professionalization of Tutoring
- We also did some visioning: *We just won an award for our outstanding Tutoring program. All of our colleagues are standing and clapping.*
    - *What is our award for?*
    - *What have we accomplished*

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FLASH FOWARD TO OCTOBER 2016

Fostering Professional Learning
IESI Conference: Riverside, CA

Moving Forward

- Based off of retreat and work with the MT2C leadership team….

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Name, Floors, Hours, Services

- Based off of your input…name is now

  Mesa Tutoring and Computing Centers (MT2C)

- Floors

  –LRC 1st Floor: MT2C General Tutoring (for subjects other than writing,

  languages, math, and science) and Computing

  –LRC 2nd Floor: MT2C Writing & Languages

  –LRC 4th Floor: MT2C Math & Science Tutoring and Computing

- Expanded Tutoring Hours

  –Monday-Thursday   9AM-8PM

  –Friday-Saturday   9AM-2PM

  –Embedded and Online

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MT2C Lenses

State

District/Regional

Departments/School

LRC

MT2C

Role

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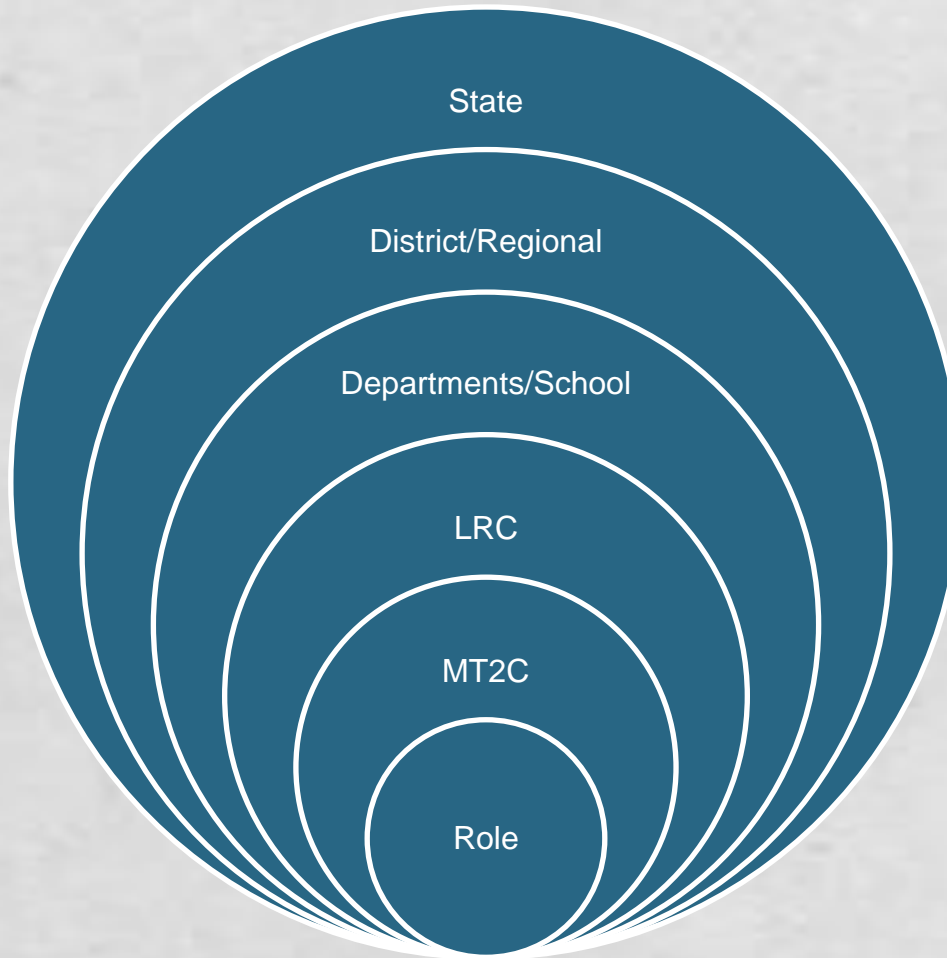
MT2C Evaluation Cycle

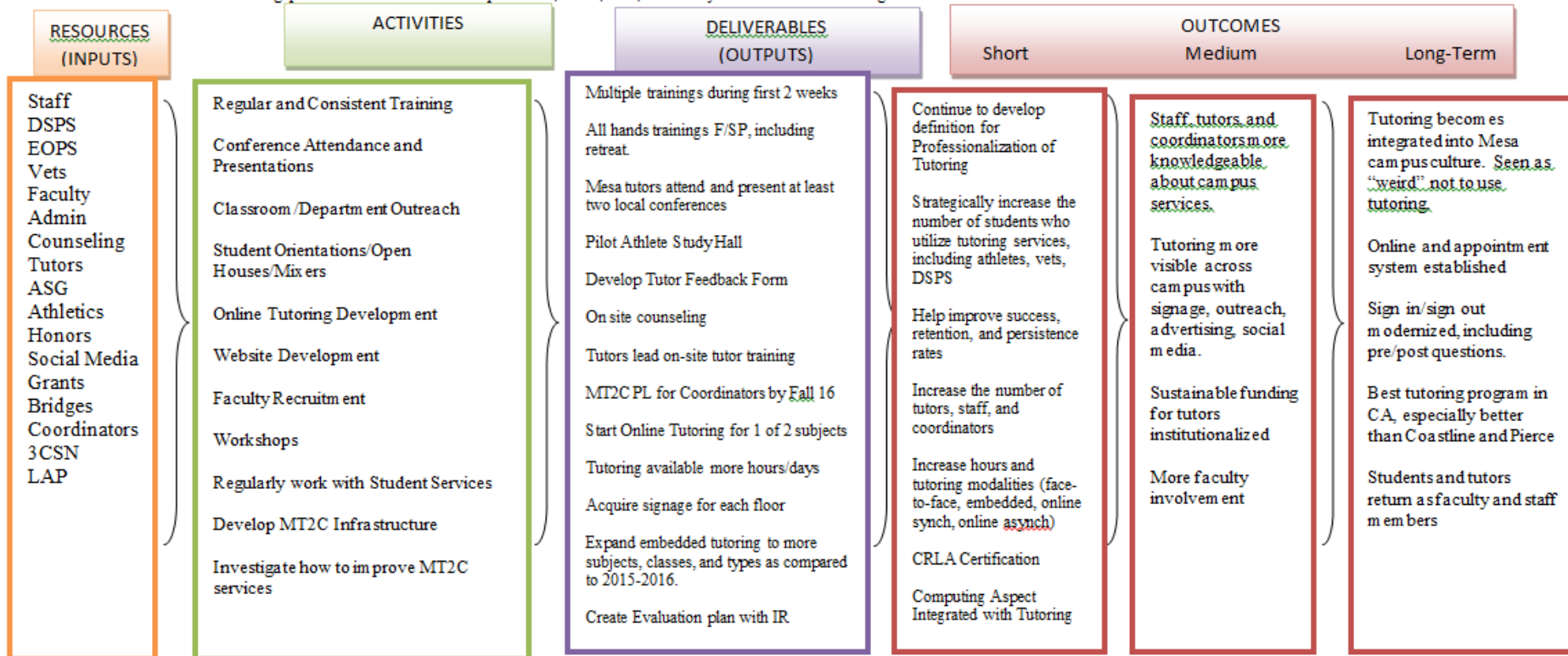| Stakeholder	Spring 16	Fall 16	Spring 17	Fall 17	Spring 18	Fall 18	Spring 19	Fall 19	Spring 20	Fall 20	Spring 21	Fall 21	Spring 22
Student User/Non-user	Quant/Demo		Quant/Demo		Quant/Demo		Quant/Demo		Quant/Demo		Quant/Demo		Quant/Demo
Student User			Survey		Survey				Survey				Survey
Student Non-user		Survey		Survey				Survey				Survey	
Tutor		Given Feedback	Given Feedback	Given Feedback	Given Feedback	Given Feedback	Given Feedback	Given Feedback	Given Feedback	Given Feedback	Given Feedback	Given Feedback	Given Feedback
			Focus Group		Survey				Focus Group		Survey		
Coordinator/IA			Given Feedback		Given Feedback		Given Feedback		Given Feedback		Given Feedback		Given Feedback
					Survey						Survey		
Faculty	Survey					Survey				Survey			
Admin				Focus Group??						Focus Group??			

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Professional Program Certification: CRLA

- Going for three levels of certification
- Helps review what is going well and what needs improvement with a Tutoring Program

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Logic Model and Mission Statement Creation

Theory of Change: If we provide professionalized training on networking as well as engage in action research, community college professionals will transform their environments and identities to create communities of practice (CoPs). These CoPs will produce powerful learning and innovation across the state, which will lead to greater student success. The MT2C believes that this transformation will take place at Mesa College if we share impactful, relevant professional learning with tutors and other learning assistance professionals, thus fostering our CoP among tutors, faculty, staff, & administrators. Then, when we start with our *WHY*:

- Tutors and other learning assistance educators will recognize themselves as empowered professionals who are an integral, equitable part of the institution;
- This professionalization of tutoring will yield improved services to our students and contribute to a campus wide culture of student success;
- The learning assistance domain will become a more central part of the institution;
- Tutors will develop a strong foundation necessary to become successful professionals.

Our Mission: Promote independent learning and confidence through empowering relationships. **Support** the learning process by continually creating a welcoming and safe space. **Foster** a community of learners. At the heart of our mission is cultivating professionalism in order to help students, tutors, staff, and faculty succeed and reach their goals.

RESOURCES (INPUTS)	ACTIVITIES	DELIVERABLES (OUTPUTS)	OUTCOMES Short	OUTCOMES Medium	OUTCOMES Long-Term
Staff	Regular and Consistent Training	Multiple trainings during first 2 weeks	Continue to develop definition for Professionalization of Tutoring	Staff, tutors, and coordinators more knowledgeable about campus services.	Tutoring becomes integrated into Mesa campus culture. Seen as "weird" not to use tutoring.
DSPS	Conference Attendance and Presentations	All hands trainings F/SP, including retreat.	Strategically increase the number of students who utilize tutoring services, including athletes, vets, DSPS	Tutoring more visible across campus with signage, outreach, advertising, social media.	Online and appointment system established
EOPS		Mesa tutors attend and present at least two local conferences			
Vets	Classroom/Department Outreach	Pilot Athlete Study Hall			Sign in/sign out modernized, including pre/post questions.
Faculty			Help improve success, retention, and persistence rates		
Admin	Student Orientations/Open Houses/Mixers	Develop Tutor Feedback Form		Sustainable funding for tutors institutionalized	Best tutoring program in CA, especially better than Coastline and Pierce
Counseling		On site counseling			
Tutors	Online Tutoring Development		Increase the number of tutors, staff, and coordinators		
ASG	Website Development	Tutors lead on-site tutor training		More faculty involvement	Students and tutors return as faculty and staff members
Athletics		MT2C PL for Coordinators by Fall 16			
Honors	Faculty Recruitment	Start Online Tutoring for 1 of 2 subjects	Increase hours and tutoring modalities (face-to-face, embedded, online synch, online asynch)		
Social Media	Workshops	Tutoring available more hours/days			
Grants		Acquire signage for each floor			
Bridges	Regularly work with Student Services		CRLA Certification		
Coordinators		Expand embedded tutoring to more subjects, classes, and types as compared to 2015-2016.			
3CSN	Develop MT2C Infrastructure		Computing Aspect Integrated with Tutoring		
LAP		Create Evaluation plan with IR			
	Investigate how to improve MT2C services				

Assumptions: Tutoring is for everyone. Students, faculty, staff, and campus want a robust tutoring program. MT2C is the primary campus resource for tutoring and computing.

External Factors: Marginalization of tutoring centers. Funding. Cohesive tutoring practices. Infrastructure. Removing tutoring stigma and developing a definition for "Professionalization of Tutoring."

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DRAFT Mission Statement

- **Promote** independent learning and confidence through empowering relationships. **Support** the learning process by continually creating a welcoming and safe space. **Foster** a community of learners. At the heart of our mission is cultivating professionalism in order to help students, tutors, staff, and faculty succeed and reach their goals.

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Where We Are Now

MT2C now has….

- Thriving Professional Learning Opportunities for Tutors
- Developed Professional Learning for Leadership Team
- Programmatic Support for Conference Attendance and Participation
    - Over 30 tutors going to Riverside
- Utilization of Growing Space in LRC
- Developed a Program Evaluation Cycle:
    - Faculty Program Perceptions Spring 2016
    - Student Program Perceptions Fall 2016
- Growing Leadership Team: Tutor Reps, More IAs, and More Tutors
- Expanded Hours
- Expanded Embedded Tutoring
- Expanded Online Tutoring

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What's Still to Come…

MT2C will…

- Complete Theory of Change, Mission, Short/Long Goals (Spring 17)
- Represent Mesa as *the* Model Tutoring Program at Tutor Expo (Spring 17)
- Develop Deeper and Individualized Tutor Feedback
  - Pilot 1: Fall 2016
  - Pilot 2: Spring 2017
- Grow the Leadership Team: More Faculty Participation (2017)
- Embed Counseling into MT2C (2017)
- Expand Tutoring Services in class, out of class, and online (ongoing)
- Provide Even More Professional Learning Opportunities (ongoing)
  - First two weeks of semester, All Tutor Training, and Tutor Expo
- Develop a Tutor Mentorship Program (2017)
- Complete International Program Certification (CRLA) (2017…hopefully!)
- Develop Computing aspect of MT2C

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